



EGATE Networks is currently seeking talented, energetic and motivated individuals to help create and maintain long-term, trusting relationships with new and existing customer base. The Account Manager's role is to oversee a portfolio of customers, develop new business from existing clients and actively seek and drive new sales opportunities. The optimal candidate would embody a successful track record of generating and closing sales leads and generating/executing sales strategies and action plans. Furthermore, candidates should have a multifaceted understanding and noted experience within the IT industry.

Interested applicants should submit their resume to careers@egate.net for consideration. While we value the overwhelming interest, only qualified candidates can expect to be contacted.

Position:	Account Manager		
Position Type:	Full-Time	Reports to:	Manager, Operations
Location:	North York	Hours:	37.5

POSITION RESPONSIBILITIES:

- Overseeing customer account management, including negotiating contracts and agreements in order to provide the appropriate products or solutions
- Facilitate and coordinate other internal resources as appropriate to support the sale. Develop and carry out sales promotion activities.
- Available to the customer when needed to solve any issues with regards to service delivery, service issues and education on our services
- Develop a database of qualified leads through referrals, telephone canvassing, cold calling on prospects, email and networking
- Operating as the lead point of contact for any and all matters specific to your customer accounts
- Construct and maintaining strong, long-lasting customer relationships
- Develop and deliver sales presentations to key clients and prospects
- Problem solving and assisting in logistics with support team for customer issues should they arise
- Prioritize numerous customer requests of varying priority, and effectively manage the resolution of all requests within customer expectation
- Following up on e-mail customer requests and calls delegated
- Work with management and operations teams on special projects when required.
- Aid with all general duties, including process development for the advancement of EGATE Service Delivery
- Work flexibility for day, evening, weekend work as required by customer needs

PROFESSIONAL QUALIFICATIONS:

- Drivers Licence
- Must have a valid passport and be able to travel to the U.S.
- Availability to travel to tradeshow as required
- Relevant Industry Experience
- Motivated self-starter who can meet deadlines and work well under pressure
- Multitasker, focused, and driven
- Works well in a collaborative environment as much as independently
- Strong project and time management skills
- Relationship Management skills
- Excellent communicator
- Organized with high attention to detail, process-driven, and meticulous
- Empathetic and loves to meet new people
- Excellent command of the English language; speech, written, and reading (bilingual English/French an asset)
- Experience in an Account Management role or similar
- Outstanding interpersonal skills with an exceptional focus and understanding on the art of customer service
- Effective soft skills with a track record for neutralizing tense situations
- Acute analytical skills with the ability to use logic to modularize and break down complex issues
- Working knowledge – MS Office Product Suite (Word, Excel, Powerpoint)

Please note that this job description outlines the general core requirements and accountability for the position and may be subject to change at the discretion of Management